CONTINUOUS

INVITATION TO QUALIFY

 # BD80200S102, Version 1.0   ISSUED June 8, 2001

FOR

Information Technology Consulting Services
and IT Staff Augmentations

Category 1 Response

Submitted by: RSM McGladrey, Inc

Date: February 18, 2002

Uncompromising Client Service Begins Here…

We Partner with our clients to achieve their strategic business objectives

Through innovative solutions that align

Process, people, and technology

RSM McGladrey, Inc.
Integrated Technology Solutions

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Part 1 – Overview

The State of Iowa Department of General Services has prepared and published to their web site the solicitation document entitled "Continuous Invitation to Qualify, #BD80200S102, Version 1.0 Issued June 8, 2001 for Information Technology Consulting Services and IT Staff Augmentations". Our organization, RSM McGladrey, Inc. is submitting a response to provide services for application development and staff augmentation under the terms of the ITQ. We understand this is a competitive bid and there may be other vendors responding to the ITQ.

RSM McGladrey, Inc. acknowledges and understands the requirements of sections 1.1 through 1.35.

Part 2 – Standard Terms and Conditions

RSM McGladrey, Inc. acknowledges and understands the terms and conditions of sections 2.1 through 2.23 and recognizes they are not negotiable.

With respect to section **2.13.g** specifically - RSM McGladrey, Inc. irrevocably consents to service of process by certified or register mail addressed to RSM McGladrey, Inc.'s designate agent. RSM McGladrey, Inc. appoints Gordon Opland at 400 Locust St., Suite 640, Des Moines, Iowa 50309 as its agent to receive service of process.

Part 3 – Scope of Work

What is Systems Design and Development at RSM McGladrey, Inc.?

Our Systems Design and Development team provide business solutions for client server applications, e-business integration services, as well as corporate intranet design and development. We apply our proven methodologies and project management techniques to deliver custom solutions for our clients. RSM McGladrey's team of experts have the experience to integrate a website with existing accounting systems, construct data warehouses that systems may efficiently share information, or develop a solution to meet a company's unique business needs.

Why is Project Outsourcing Important to Your Organization?

Our approach to serving clients' needs is a concept RSM McGladrey defines as project outsourcing. We are not a staff augmentation firm, we partner with our clients to scope out a project and then provide an approach up front that outlines the work steps, fees, and expected outcomes for the project. We then execute against that plan using our proven methodologies and project management approach to complete the project. During the course of a project, we work side by side with our clients to ensure that knowledge transfer occurs.

RSM McGladrey has developed specific methodologies for systems design and development, system selections, e-business, Internet security reviews, business continuity planning, and network design and implementation. We have developed a project management approach that allows us to deliver superior business solutions to our clients. This approach includes frequent client communication, scope management, and risk management. These techniques allow us to be successful in managing complex IT development projects. We also utilize a number of internally developed and best of breed tools that support our project management approach and aid in the successful delivery of services.

Our Services

RSM McGladrey is a full service provider of information technology services that include strategic planning, systems design and development, e-business services, network design and implementation, and systems management. We maintain strategic partnerships with a number of leading vendors including IBM/Lotus, Microsoft, and Oracle.

RSM McGladrey offers a variety of development services that provide high value business solutions for today's rapidly changing business environment.

Traditional Client/Server Applications Design and Development
Work with our experienced IBM, Lotus, Oracle and Microsoft database and tools experts to develop high quality custom applications that:
- Improve processes through automation that will reduce costs and reduce turnaround
- Improve knowledge worker access to intra-departmental and cross-functional information
- Reduce data entry turnaround and eliminate redundancies
- Integrate disparate systems

e-business Integration Services
Our Critical Path approach will allow your organization to be more effective and realize the benefits of e-business. The approach covers everything from business strategy to implementation and ongoing maintenance. This approach allows us to help our client with everything from strategy, design, and development, to implementation and management of systems.

Let our e-business consultants help you design and implement everything from customer self help websites to business to business automated order entry applications that help you:
- Speed business operations
- Reach new customers
- Facilitate customer service
- Provide competitive advantages

We provide these benefits by designing and developing public facing websites, intranets, and extranets.

Knowledge and Expertise
Our consultants possess a wide variety of skills and experiences. Many are subject matter experts and a number have industry certifications. Several of our consultants are published authors and others have taught classes at the university and professional levels. RSM McGladrey promotes continuing education among our consultants and supports our consultants becoming certified in their service areas. Some of our certifications include:

Microsoft
- Microsoft Certified Systems Engineer (MCSE)
- Microsoft Certified Professional (MCP)
- Microsoft Certified Systems Developer (MCSD)

Oracle
- Oracle Certified Professional: Application Development
- Oracle Certified Professional: DBA

Lotus/IBM
- Certified Lotus Professional Administration (CLP)
- Certified Lotus Professional Application Developer (CLP)
- Certified Lotus End-user Instructor (CLEI)
- Domino for AS/400

Internet
- Master Certified Internet Webmaster (CIW)
- I-net+

Project Management
- Project Management Professional (PMP®)

Our Firm

The secret of success is no secret. It is the people you choose to help you. Their role in achieving your goals and objectives is significant. That is why it is important to know whom you are dealing with – and how their strengths can benefit you.

RSM McGladrey, Inc.

At RSM McGladrey, Inc., our vision is to build the leading national accounting, tax, and consulting firm exclusively dedicated to serving mid-sized businesses in the United States. To reach this goal, the focus of our firm remains consistent – proactively helping clients attain superior long-term profitability and growth. Our mission is to partner with our clients to achieve their strategic business objectives thorough innovative solutions that align processes, people, and technology.

National presence, local strength

With more than 65 offices nationwide, RSM McGladrey offers you responsive, local service from people who know your industry and competitive environment. Our consulting organization is among the 40 largest in the nation and we can draw on RSM McGladrey's national resources to add value when needed. In addition, our association of independent accounting firms called the McGladrey Network makes it easy for you to access our resources anywhere in the United States.

Global reach

If your success leads you into the global marketplace, we have international affiliates in more than 75 countries. RSM International, one of the world's ten largest accounting and consulting organizations, has more than 17,000 people around the globe.

Discover the McGladrey difference

We are staffed and structured so top professionals and business advisors work closely with you, consistently bringing you ideas and solutions to help you succeed. With your mission and goals in mind, our team works with you in an integrated way, without departmental barriers. No matter what the issue, you will work with seasoned professionals who have experience solving business problems similar to yours. We focus on your needs and helping you reach your business goals by providing affordable, practical solutions. That is the RSM McGladrey difference.

Integrated Technology Solutions (ITS)

To provide the highest levels of business value and client service, RSM McGladrey has established its Integrated Technology Solutions consulting practice (ITS), comprised of more than 375 technology professionals. Our ITS consultants will partner with you to achieve your strategic business objectives through innovative solutions that align processes, people and technology.

Our ITS practice serves a diverse client base in a variety of industries. Understanding how technology impacts the operation and growth of organizations like yours is what we do best. Our ITS consultants have extensive experience in the following areas:

- Strategy: e-business, operations and technical
- Integration: industry standard solutions and customized applications
- Business Solutions: system selections, risk management
- Enablement: networking, hosting, e-commerce
- Industries: financial institutions, manufacturing, health care, government and others

ITS e-business focus

Online business is revolutionizing industry and forcing traditionally offline companies to take notice and re-evaluate their business strategies. If your company wants to successfully compete in the increasingly Internet-dependent business arena, not only do you need to take advantage of the opportunities the Internet presents, you need to do it well. RSM McGladrey, Inc. is one of the very few companies you can partner with to build an online business. We combine our knowledge of middle market business issues and Internet technology to offer you a total solution to run your business – not just a portion of the whole picture. As your company migrates to the Internet, the changes

within your existing business will be substantial. Our consultants provide advice on how to develop strategies that plan for and integrate these changes across your business to help you implement initiatives relating to e-commerce, customer service and support, and inventory management.

RSM McGladrey knows how e-business translates to your business. To illustrate our commitment, we reviewed more than 2,500 web sites of middle market companies in our 1999 Outstanding Web Site Study (www.outstandingwebsites.rsmmcgladrey.com). Let us share what we learned from the leaders in your industry and help you translate these extraordinary web strategies to your business.

Additional Consulting Services

Accomplishing business goals while tending to marketplace demands has become so complex, it often necessitates enlisting the help of consultants. Our consulting services are industry- and client-driven, meaning they are specifically designed to meet the unique requirements of our clients' operations and markets. To compliment our technology consulting, RSM McGladrey also provides value-added consulting assistance in the following areas:

Business Planning and Financial Management

Business planning puts you in control of your future. The more competitive and complicated the market gets, the more you need sound business planning and financial forecasting. RSM McGladrey can help you plan for the future by considering your current operating structures and efficiencies, industry trends, and by making sure you get the financial benefits you are entitled to under local, state, and federal codes.

Human Resources

Having the right personnel in the right positions and managing them efficiently adds tremendous value to a business. Our human resources specialists provide a variety of consulting services that include recruiting, training, and compensation planning.

Management Development and Family Business Planning

Family-owned businesses experience special rewards and demands. They share a work history as well as the unique challenge of maintaining family harmony while accomplishing important business goals. RSM McGladrey's Management Development and Family Business Group help family-owned businesses address these issues.

Operations

Identifying hidden causes of lost productivity, as well as process improvement opportunities, is essential if your company is going to achieve its objectives and maintain a competitive advantage. Our operations consultants are dedicated to helping you address operational problems that impact your productivity and effectiveness with services such as production and inventory control.

Most RSM McGladrey consultants understand the difficulty involved in implementing organizational and personal change. Because we believe in building and maintaining strong client relationships, our consultants respect your needs and work within your financial guidelines and corporate culture.

RSM McGladrey Benefits

A number of important factors contribute to good, productive working relationships between clients and their consulting firm. These factors include the skills and personalities of the persons assigned to an engagement, the quality and value of the services delivered, experience, and more. We believe we have some special qualities that distinguish us from other firms:

- Providing high quality service is a basic tenet of our firm. We believe this fundamental strength is enhanced by our orientation to help clients anticipate future needs. This approach is part of our basic service to clients.
- Our firm's mission and client service philosophy is to be a significant contributor to our clients' long-term success. This means we are not only interested in the particular project we are performing, but in your overall business needs.

- RSM McGladrey offers a full range of services and therefore has a substantial collection of resources to draw from. That means you can rely on one firm to help you accomplish all of your goals and objectives, rather than having to deal with several different organizations.
- RSM McGladrey consultants have extensive industry experience, and many of our consultants are certified in a variety of relevant technical and business specialties to insure your receive top quality advice.
- Our firm has been in business for nearly 75 years. You can rest assured that you have contracted with a firm that will stand by their commitment until you are completely satisfied.
- You will be served by a team of professionals that are best qualified to complete your project. Whenever possible, we will provide individuals from offices nearest your business to keep expenses to a minimum.

Category 1. Strategy/Vision/Consulting

1. How do you intend to provide the resources required by this ITQ?

RSM McGladrey has experienced consultants on staff skilled at Strategy/Vision/Consulting. Based on the scope, budget, and schedule requirements of the client, these consultants are available on a project development or staff augmentation basis.

2. Identify the SP contract administrator and describe the functions that person will perform.

Jeff Doty is a Senior Business Development Director with the Integrated Technology Solutions Group in the Des Moines, Iowa office of RSM McGladrey, Inc. He specializes in providing leadership in areas of creativity, quality assurance, customer satisfaction, and project management in the development of right-sized technology solutions. Mr. Doty brings over eighteen years of business to business, customer service, and management experience with over eleven years in technical business development, hardware support, and e-business consoling to Federal, State and Local Government, ENR 500, and Fortune 1000 companies throughout the United States.

As a Senior Business Development Director, Mr. Doty actively seeks client input, recognizes and defines client issues, analyzes relevant information, develops insights, guides and mentors executive management, and encourages alternative, timely solutions to resolve client concerns.

Mr. Doty will be available to both client management and RSM staff for issues related to client satisfaction and other considerations. He would be responsible for assigning RSM McGladrey staff. Mr. Doty can be reached at (515) 281-9254.

3. Describe how you plan on providing additional personnel if it becomes necessary to properly staff projects.

RSM McGladrey, Inc. is highly qualified to provide the quality and scope of services that you desire. As the largest consulting, tax and audit firm in the State of Iowa, RSM McGladrey, Inc. has in place a methodology to identify resource requirements and then with the client's approval makes the determination as to who best fits the client's needs based on project schedule, budget, and scope.

In today's fast paced, information-rich business environment, technology can hinder rather than help an organization's growth. Even a successful organization can be caught up in the business of managing technology instead of using technology to manage business. As the seventh largest full service consulting and accounting firm operating over 100 offices across the United States, we currently offer a wide range of professional services to many types of clients throughout the country. RSM McGladrey's Integrated Technology Solutions Group is a leading source of technology consulting services. When you're looking for a total technology solution provider to help you communicate without boundaries, use technology strategically, or maximize your technology investments, you can count on our more than 350 technology consultants nationwide.

If based on the scope, budget, or schedule of the project at hand we do not have an appropriate resource on staff or need to supplement resources, we may choose to hire to fill a particular skill set or from time-to-time we may augment our staff using outside vendor resources that meet our exacting standards. Our size, depth of resources and specific experience are substantial, but it is not these factors that set us apart from other firms. RSM McGladrey is committed to deploying our resources and experience on behalf of your organization to provide objective, high quality, innovative solutions, and client service.

4. Describe your company's ability to uniquely address problems and issues related to the service category.

Your information system is a critical resource for your organization. It can help your staff be more productive. It can help your entire operation run more efficiently. It is also constantly changing. To keep your information strategy on track with your organization's goals, you need to have a long-range plan that addresses current and future systems requirements and supports the strategic direction of your organization.

RSM McGladrey is able to provide consultants with the skills necessary to carryout strategic, visionary consulting roles. Our consultants are able to:
- Analyze information and needs gathered from your organization
- Identify of present and future requirements
- Prioritize of system improvement opportunities
- Structure planning approaches that define information system goals, objectives, and strategies for your organization

In performing strategy/vision/consulting engagements, RSM consultants are able to provide the following benefits to our clients:
Increased satisfaction with information technology systems and investments
- More effective use of technology within your organization
- Increased competitive advantage as a result of more a efficient and effective system
- A managed approach to hardware and software expenses
- Ability to more effectively manage change and growth due to long-range planning

Architect – Brings the ability to put together a 'big picture' of a technical solution.

Most technology consulting organizations have aligned themselves with specific technology vendors or solutions. As such, these vendors are biased towards a single technology solution and will recommend and implement it regardless of fit to needs.

By aligning with a number of different technology vendors and solutions, RSM McGladrey is able to envision and implement "big picture" technical solutions that best fits our clients' needs. RSM McGladrey is a business partner with Microsoft, IBM, Lotus, Oracle, Cisco, and others. RSM McGladrey has experience implementing web, client/server, n-tier, and other solution architectures. Our developers have experience programming in a number of different programming environments and languages. Our staff has experience with a number of different database platforms. Our staff has experience with a number of different hardware platforms and operating systems as well. By maintaining a diverse set of skills and technology partnerships, we can make the best recommendations to our clients.

Finally, we can also assist our clients in those instances where we are not able to recommend a solid solution from within our areas of expertise. We have professionals on staff that can perform requirements gathering and system selection activities to help you to procure the best solution. We can then work with you to make sure you are setting up appropriate contractual arrangements and receiving adequate service from these procured vendors.

Subject Matter Expert – Brings a deep expertise in a specific technology or business area.

Our consultants are chosen to be RSM McGladrey employees based on their high levels of skill and experience. Many of our employees have industry certifications in their areas of expertise demonstrating they are subject matter experts. We have consultants on staff that are published authors and others who have taught classes at university and professional levels. RSM McGladrey not only encourages continued education, but we require our consultants to have a minimum of 20 hours of continuing education each year and they must have 120 hours of education every three years to further their knowledge in their subject areas. We are proud to offer these experts who provide innovative solutions to meet our clients' strategic business objectives.

Business Consultant/Analyst – Brings the ability to analyze and recommend business process improvements and re-engineering.

We take this viewpoint of systems or processes when assisting clients with their Business Process Improvement (BPI) initiatives. We assist you upfront in identifying the business "purpose" that you want to focus on improving. With the improvement objectives identified, we then work with your team of internal "process owners" to analyze

current process steps, systems, procedures, and personnel responsibilities to fully understand the "As Is" situation. The team then designs the "To Be" processes and identifies resulting improvement opportunities.
Our methodology differs from the re-engineering approach made popular in the 1980's. Rather than starting with a "green field" approach, we leverage your investment in existing processes as a building block to designing your future business processes. We find this approach more effective at delivering realistic improvement plans that can be effectively implemented in a reasonable timeframe to deliver measurable results.
Lasting change can only be realized by addressing all of the important key aspects of a business enterprise:

RSM McGladrey, Inc. has developed an effective and proven process to help clients improve their business processes and achieve significant, measurable benefits. Our approach leverages your investment in your existing business processes as a foundation to implementing new processes capable of supporting your long-term goals and objectives, while simultaneously satisfying your customers' demands. Our review not only includes internal functional and business process requirements, but also includes business goals, business strategies, supply chain requirements, customer needs, organizational issues, and technology considerations.

Project Planning/Kick-off

Our approach begins with a review of background information and discussions with key members of your management and staff directly involved with or impacted by the targeted business processes. This Project Planning/Kick-off activity helps ensure that we understand the key issues impacting your organization and establishes common objectives for the improvement efforts. As you will see, our planned approach is to review all of the background information, confirm the findings, potentially identify any additional requirements, and then prioritize the requirements.

Step 1: Data Collection and Review of Background Materials

We ask that you provide us with background data for review. This allows us to better establish an understanding of your environment and business models. Materials for review include:
- Corporate goals, objectives, and strategies
- Information technology goals, objectives, and strategies
- Information technology architecture (e.g., systems flowcharts, etc.)
- System functional requirements lists
- Project background materials

Step 2: Management Planning Sessions & Kickoff Meetings

In this step, selected representatives from the effected departments will be interviewed in order to establish the high level understanding of the current processes and the objectives for improvement. Then these representatives will meet in a workshop setting to provide strategic vision for the future of the company and to prioritize process improvement initiatives by aligning them to that vision. Guidelines for the project will also be established including the critical success factors, the key performance measures and any principles, constraints or assumptions. This will be the basis for the remainder of the project.

Business Process Improvement

Our approach recognizes that business improvement and technology improvement must be closely tied to achieve desired results. In designing a system, its potential functionality and technical capabilities must match the business objectives desired. We do not believe in applying technology for the sake of technology, yet we often find that appropriate use of technology significantly impacts the efficiency and effectiveness of processes.

Our process improvement methodology does not mandate starting over. Often, our clients realize major productivity improvements by simply applying current best practices with little or minimal costs. Simply reassigning tasks or adjusting an organization structure can significantly impact an organization's ability to fully leverage a system's potential. The following graphic explains the link between strategy, process, and information technology upon which our approach is predicated.

Business Process Analysis

Once the priority for process improvement has been established, a workshop will then focus on defining the current "As-Is" processes. All automated and manual systems will be documented in order to fully define all system requirements for the system to be designed. RSM McGladrey, Inc. will assist the process team to focus upon their specific processes. The process scope, activity drivers, attributes, and organizational roles will be documented. The process will be flow-charted at high and detail levels. These steps answer the questions, "What do I do now?" and "What information do I have available now?"

Step 1. Identify Process Objectives and Critical Success Factors
Performance measurements, critical success factors, goals, and objectives are defined for this process. This step ensures that there is a clear understanding of what the process team expects to accomplish through the process improvement effort. By properly setting expectations, this step mitigates surprises.

Step 2. Define Process Scope, Activity Drivers, and Terms / Variations
The team is led through a series of discussions and brainstorming activities to bring all the team members up to date on the issues of the process. This is the next step in defining the "As-Is" process.

The process team will meet for an extended session to:
- Clearly define the Process Scope
- Identify the associated Activity & Decision Drivers
- Identify the associated Terms and Variations.

Step 3. Map High-Level As-Is Process, Define Attributes & Organizational Roles
During this step, RSM McGladrey, Inc. will lead the process team as they define the high-level "As-Is" process through the development of high-level process maps that will help define the process attributes and ultimately the organizational roles of all involved departments. The maps do not consider the departments involved.

The process team will:
- Discuss current process attributes.
- Develop a process map utilizing a High Level "As-Is" Process Template and flow-charting tools.
- Document organizational roles.

Step 4. Map Detail As-Is Process
During this step, RSM McGladrey, Inc. will lead the process team as they define and develop a detailed process. The process teams will start by reviewing the high-level process map. Each activity will be reviewed one at a time and the process team will determine all decisions and variations associated with that activity. Using the flow charting tool, a map will be constructed that starts with the inputs into the process, encompasses the activities, decisions, and variations, and terminates with outputs feeding out of the processes. Reports and forms associated with the process will be collected to allow the team to gain an understanding of inputs and outputs (to/from) the various activities. Alternative information flows such as E-mail, telephone, fax, and face-to-face communication will be examined as well.

Step 5. Define Detail As-Is Attributes
During this step RSM McGladrey, Inc. will lead the process team as they further define the process by identifying attributes which include frequency, time and resources of each individual activity, decision, and start and end trigger. These attributes will enable future benchmarking of the redesigned processes.

Step 6. Documentation and Management Approval
RSM McGladrey, Inc. and management will review the documented "As-Is" processes. This review serves as a checkpoint to ensure that the Business Process Improvement effort is focusing upon the proper processes, that the processes were documented correctly, and that it makes sense to continue on to redesigning the current processes.

Business Process Redesign

Once the documentation of the current processes is validated, the process team meets in a workshop setting to examine the selected processes in detail and establishes a series of viable and beneficial improvement recommendations. These steps answer the questions, "What should I do instead?" and "What information should I have available?" Specifically, RSM McGladrey, Inc. will assist the process teams in redefining the processes to incorporate the viable improvement opportunities and to capture the changes in the process flow-charting and documentation. RSM McGladrey, Inc. will assist in developing a cost benefit analysis on the proposed changes/alternatives.

> Step 1. Map and Redefine High-Level "To-Be" Process and Attributes
> During this step, RSM McGladrey, Inc. leads the process teams as they begin the redesign of the high-level process maps and basic process attributes by reviewing the "As-Is" process. The team changes the macro-processes and formulates new assumptions about the macro-attributes. These changes are documented by redesigning the high-level process maps and high-level process attributes.

> Step 2. Map and Redefine Detail "To-Be" Process and Attributes
> During this step, RSM McGladrey, Inc. leads the project team as they redesign the detailed process maps and attributes. This is the time when specific corrections / improvements in the process are captured. RSM McGladrey, Inc. will facilitate one or more sessions where the process team must brainstorm and reach consensus. The attributes will be redefined to fit within the vision and objectives of the company and the process. Assumptions about timing, frequency, and quantity will be examined to ensure that they are realistic.

> Step 3. Define Performance Measurements and Establish Baseline
> During this step, RSM McGladrey, Inc. asks the process team to develop the performance measures that best fit the redesigned process. These measures may coincide with the attributes of the process, or may encompass one key attribute for the entire process (e.g. cycle time). The team will determine the organization's current performance against the measures to establish a baseline. This will make it possible to quantify improvements following the new process implementation. Organizational targets will be established to create visibility and an environment of continuous improvement.

> Step 4. Cost / Benefit / Feasibility Analysis of Technology Alternatives
> During this step, RSM McGladrey, Inc. assists the process team in gathering associated costs and benefits for each anticipated process and technology alternative. The process teams will consider the initial implementation / change costs and future support costs and incremental cash flows. We will also focus upon identifying "soft" or qualitative benefits including customer satisfaction, linkages to the vision, mission, and strategy, and organizational efficiencies. RSM McGladrey, Inc. and the process teams will list risks to success, potential constraints, and proposed strategies to mitigate the risks and constraints.

> Step 5. Formulate and Document Recommendations
> During this step, RSM McGladrey, Inc. generates recommendations based upon all of the steps in the BPI. The recommendations are combined into a single report with appropriate table of contents, executive summary, and detailed sections. This report will be delivered to management for approval and subsequent implementations.

> Step 6. Management Validation and Approval
> During this step, management and RSM McGladrey, Inc. review the recommendations of the process team, provide feedback to the process team on areas requiring further clarification, and make a decision on whether to proceed with nothing, a portion, or all of the recommendations. The review provides a checkpoint to allow proper definition and prioritization of future activities.

5. Describe your company's practices in adopting client policies and methods.

While we utilize an internally developed methodology to control our projects, our methodology has a broad framework and is flexible allowing us to adapt to client policies and methodologies. We are able to adjust our methods to function in accordance with our clients established standards and processes.

6. List each type / brand of operating system/ communication system you are experienced with in each category below and make comments.

a) Mainframes:

We have experience with a number of IBM and compatible mainframe systems including Amdahl. Our experiences include familiarity with a variety of database systems, file structures, and are able to provide legacy integration and other services for this platform.

b) Midrange / Minicomputer:

We have experience with IBM's iSeries (AS/400) computing platform. Our experience includes familiarity with the AS/400 systems architecture, software, and programming languages. We are able to provide legacy integration and other services for this platform.

c) Client / Server / Distributed Systems:

We have experience in a wide variety of Client/Server and Distributed systems and are able to supply any number of services related to this area. Our experiences include Com/Com+, CORBA, Directory Services, Message Routing, MOM, RDA, RPC, Security, Terminal, and Time services.

d) Desktop:

We have a number of individuals familiar with desktops running a variety of software. RSM McGladrey believes good operating systems knowledge is a key to quick response and answers to problems in a timely manner. We have consultants with deep knowledge in a broad array of technical disciplines. Our Network Consultants support a variety of operating systems, which includes Windows NT, Windows 2000, Novell, and Citrix.

e) LAN:

RSM McGladrey Network solutions provide LAN/WAN support in Windows NT, Windows 2000, Novell and Citrix technologies for over 150+ companies throughout Iowa. Support levels range from on-site system administrators to a 24 hours on-call basis. We have over twenty network consultants throughout Iowa and a variety of experience working on different LAN/WAN configurations. With continuous training and support RSM McGladrey consultants are able to adapt quickly to different situations and make recommended changes that make sense for our clients.

We provide the following LAN/WAN services

- Needs Assessment
- Network security assessments
- Contract Review
- Interim network administration

- LAN/WAN design and implementation
- Project Oversight
- Interim MIS management
- Network Maintenance

f) Languages and DBMS:

Languages: Our staff has skills that cover mainframe, midrange, PC, and Internet computing. Some of these languages include C, C#, C++, COBOL II, COBOL/400, DHTML, DTS, EasyTrieve, HTML, JAVA, JavaScript, Lotus Formula Language, LotusScript, PERL, PLSQL, Pro C, RPG, SQL, Stored Procedures, TSQL, VB, VB Script, VBA, VC++, XML, and XSLT.

DBMS: As with languages, our staff has skills in a wide variety of database management systems. Our skillsets include Oracle, MS SQL Server, Notes/Domino, Access, DB2, Informix, Sybase, and others.

7. Describe your products / experience with Databases.

a) Administration:

RSM McGladrey has a number of professionals that have proven database administration expertise on staff with knowledge spanning a number of different databases. Of the 35 professionals currently on staff, approximately seven possess some degree of database administration capability. Among the database platforms with which we can tout experience are the Oracle, IBM DB2, IBM DB2/400, Microsoft SQL Server, Informix, Microsoft Access, Lotus Domino, and other platforms.

Based upon need, we can assign professionals with as much as twenty years of database administration experience or professionals with as little as two years of database administration experience to a particular situation. All of these professionals possess data modeling, database tuning, and physical database monitoring and administration skills.

In addition to possessing the skills necessary to implement and maintain an online transaction-processing (OLTP) database, we also have professionals on staff capable of assisting clients with the planning, design, and implementation of data warehouse technologies.

b) Application Development tools:

We have experience using Oracle Designer, SQL Enterprise Manager, Microsoft Visio, Microsoft Visual Interdev, and ERWin to model and manipulate databases. We have developed a number of applications using Visual Interdev and VBScript, Visual BASIC, Visual C++ to access the database including creating intermediate objects for business logic. We also have extensive experience with Oracle Forms, JetForms, Lotus Domino, and DTS as development tools.

c) End user tools:
Our experience with end-user products includes Access, Crystal Info, Lotus Notes, and Oracle Discover.

d) Structure and methodologies:
We have assisted a number of planning, design, and implementation of database technologies including OLTP, decision support and data warehouse. Our methodology at a high level is to work with our client to define the requirements, plan and create a logical design, plan and create a physical design, construct and deploy the application.

While we utilize an internally developed methodology to control our projects, our methodology has a broad framework and is flexible allowing us to adapt to client policies and methodologies. We are able to adjust our methods to function in accordance with our clients established standards and processes.

e) Other

8. What general software applications have you experience in?
In addition to Microsoft's Office and Lotus' SmartSuite environments, we have experience in a number of development and IDE environments. Among these are .NET Studio, Crystal Reports, Domino Designer, Visual Safe Source, Visual Studio, Microsoft Exchange, Visio, Microsoft SMS, Microsoft Message Queuing, NT/2000 Server, Adobe Acrobat, Adobe Photoshop, Microsoft Site Server, Microsoft Site Server Commerce Edition, WebSphere Ecommerce Suite, WebSphere Studio, and VisualAge for Java.

We also have experience with and are a VAR for a number of packaged solutions including MAS 90, Great Plains, Siebel Systems, and Made2Manage.

9. Please describe any experience and deployed solutions in each of the following specific technologies below.
a) Help desk solutions / technologies

Call Center Assessments

The help desk is an important front door to your organization. A successful help desk is a finely tuned mix of people, technology, workflows, training, and measurements. The ideal help desk provides high levels of customer service and satisfaction at a relatively low cost. Because the cost and performance of a help desk can be critical to the overall success of your organization, it is important that the help desk closely supports your business goals and objectives.

We can help determine the effectiveness of your help desk through a Call Center Assessment. Our proven methodology enables our consultants to diagnose and improve help desk operations and efficiencies. We focus on the areas of your help desk that need improvement and provide practical recommendations for getting a better return on your investment in the center.

Call Center Planning

Call centers can differentiate an organization from its competition. Due to the phenomenal success leading-edge organizations have achieved with their call centers, others are closely examining this strategy. Call centers have quickly evolved into a critical component of an organization's overall delivery and customer service strategies. A successful call center is a finely tuned mix of people, technology, workflows, training, and measurements. The ideal call center provides high levels of customer service and satisfaction at a relatively low cost.

Careful planning and design can result in a call center that is customer pleasing and capable of helping an institution differentiate itself. If you are considering implementing a call center, RSM McGladrey can help ensure that it best meets your organization's short-term and long-range business requirements. Our proven call center planning, design, and implementation methodology will result in a center that is efficient and effective on its first day of operation, yet can easily adapt and grow over time to meet changing business requirements.

Help desk Implementations

Our experience includes a number of custom help desk solutions. We designed and implemented a comprehensive help desk system based on Notes/Domino technology for a client in the convenience store industry.

b) Data development

We provide services in database design, development and implementation in the technologies mentioned in question 7 above. We have performed several engagements where we gathered and organized data for an organization.

An example of our services in this area includes a survey for a government entity to gather information about employee compensation plans. This included salaries, benefits, extra-curricular pay, exempt, and non-exempt staff. The result is a timely, robust system with hidden complexity that delivers consistent, current, and comprehensive information in real time to decision makers, improving their productivity.

For a rapidly growing Internet based agricultural company, a pioneer provider of electronic customized content to more than 162,000 subscribers, we provided a solution that shares information offered and collected online with their customer relationship management and accounting systems. We created an online catalog system that is tightly integrated with their CRM and accounting software: SalesLogix and Great Plains.

c) Data analysis

We have provided a number of data mining solutions using a variety of technologies for clients.

In the agricultural industry, we provided a solution using Notes/Domino, and DB/400. The client stores its enterprise data on an IBM iSeries computer.

We provided a client in the publishing industry, a data analysis tool utilizing a customized Siebel CRM solution.

A final example is a solution where working with a technology partner, we provided our government client a solution using Oracle, Microsoft SQL server and MS Excel. This client has considerable data stored in Oracle databases and needed to provide information to its customers. We worked with the client to identify their reporting needs, with a technology partner developed a process to extract the data from Oracle, and using SQL server as an intermediate step provided the users easily understandable reports in Excel.

d) Data modeling

We are able to provide data modeling services in a variety of technologies. In addition to developing data structures for clients from scratch, we have integrated models with other existing models to accommodate existing legacy systems as well as enhance existing systems to accommodate user desires/needs. Often we are required to examine a data model and analyze it without prior experience in the application or data model. Most frequently, we model data using ERWin. However, we have experience with Oracle Designer and a variety of other tools. Therefore, we examine our client's requirements before any data modeling and work with them to decide which technology best fits their requirements.

e) Facilitating and consulting

On a macro scale, we have worked with a number of clients in a facilitation/mentoring role. A recent university client asked us to work with them to determine their IT needs. A banking client asked us to mentor their project leaders.

On a more micro scale, we have acted as a facilitator among departments as part of the project management process on a number of occasions. We work with the various involved departments to ensure that all goals are met for the project team.

f) Photogrametery and remote sensing

N/A

g) Data collection and clean up mapping

N/A

h) GIS / ESRI Software / Mapinfo

N/A

i) Electronic Commerce / EDI

It is likely that in the next few years every business and government organization will have a Web site and conduct at least some portion of their business on the Internet. Whether they purchase supplies, communicate through e-mail, access information, serve customers, or advertise, e-business is changing the way the world operates. It is a successful strategy because it is easy to access, faster, more accurate, and reduces the cost from traditional methods of doing business. RSM McGladrey offers a full array of e-business solutions to help your organization from the development of your strategy to increasing your market share.

We work with our clients to develop a comprehensive plan for reaching your e-business goals. We assist in accessing, hosting, designing, and creating an effective Internet presence that meets their needs. We can provide custom or packaged solutions for financial, inventory, purchasing, payroll, or customer relationship management applications that leverage industry expertise and web knowledge. We offer implementation, system development, system integration, infrastructure, LAN/WAN integration, and security services.

RSM McGladrey has experienced consultants who have developed several sites using Microsoft Site Server Commerce Edition to bring storefronts online. These include both stand-alone storefronts as well as sites that are integrated with legacy systems. We have experience with sites that transmit transactions between multiple systems via XML and custom schemas.

We have implemented a complex Domino/WebSphere solution for a client that has allowed their organization to revolutionize their business model from time consuming, paper intensive processes to paperless, near instant, on-line processes.

Finally, we have developed applications that work with the State of Iowa's Information Technology Department's electronic payment engine.

j) Document management

We have successfully implemented several different document management systems. Our experiences on a small scale range from custom applications in Lotus Notes for a client in the convenience store industry to larger Domino.Doc implementations for a government agency. RSM McGladrey has strong business partner relationships with major document management vendors and we maintain relationships with other technology partners in our market. Depending on our client's requirements, we may choose to leverage these additional relationships to support our client's requests.

k) Telecommunications wide area network

Telecommunications now goes beyond a simple telephone system and includes ancillary systems such as voice mail, automated attendants, and voice response units that can integrate with other systems and enhance operations. Consequently, communications systems have become very sophisticated, and this sophistication makes the process of selecting a telecommunications system difficult and time consuming.

In order to keep in close contact with customers and suppliers, every organization must be concerned about its growing communications needs and the new technology available to facilitate those relationships. RSM McGladrey's telecommunications consultants are ready to help organizations like yours improve business communications by selecting the best products to meet today's sophisticated telecommunications needs.

We provide needs assessment services, system design and selection, system implementation management, voice/data communication networks, and voice/data integration services.

l) Biometrics

N/A

m) Wireless networking

RSM McGladrey Network Solutions has a proven record of implementing successful wireless networking solutions based on client requirements. We have over twenty network consultants throughout Iowa and a variety of experience working on different wireless configurations. We recently completed a wireless implementation for an Illinois police dept.

n) IT staffing

If the Client needs a permanent employee and would like assistance in locating this type of individual, RSM McGladrey can provide formal personnel search assistance to help the Client locate and hire a qualified individual.

o) Graphic / web design

At least one member of our consulting staff holds the designation CIW, Master Certified Internet Webmaster in the area of web design. In addition, we have experience in the following web related technologies ASP, JSP, WebSphere, Notes/Domino, Visual Interdev, Cold Fusion, MS FrontPage, GoLive, DreamWeaver, and .NET. We have experience utilizing XML, Java, JavaScript, HTML, DHTML, LotusScript, and PERL for scripting and manipulating data on the web. Our graphic experience includes Photoshop, Paintshop Pro, and PhotoEditor.

We provide services in the areas of internet/intra assessment, hosting, design and develop. We are able to integrate your legacy data with your on-line presence. We also provide web site review and recommendations for improvements.

p) Other

RSM McGladrey prides itself on the ability to offer our clients a wide variety of technical services. In addition to the above skills, we can offer our clients the following services:

IT Assessments

There's no doubt that using the most appropriate technology and information systems is more critical today than it was ten, five, or even one year ago. Indications are that changes will accelerate as technology advances. Taking full advantage of automation and these technological advances will ensure that you are in a better position to compete profitably in the future. An RSM McGladrey, Inc. Information Technology Assessment examines your current use of technology and identifies areas in which improvements would increase the effectiveness and efficiency of your operations. The goal is to help you maximize your technology investment.

IT Systems Selection

Selecting or upgrading an information system for your organization is a crucial decision. The consequences of making the wrong choices when selecting computer hardware, software, applications, and technology infrastructure can be catastrophic. At RSM McGladrey, we work hand-in-hand with our clients using a process-centric system selection methodology designed to ensure that your information technology systems are aligned with your business processes and your strategic objectives. Our Integrated Technology Solutions team includes highly specialized business process professionals and experienced information technology experts who understand your business and the technologies, systems, and software that are the best fit for your organization.

Java Transformation

Most organizations today are searching for ways to streamline systems development and revitalize existing systems development using Internet technologies. Java-based technologies are quickly emerging as the revolutionary technology behind e-business. We provide a range of services to assist organizations seeking to transform their systems development using Java technologies.

- *Assessment* - Help determine where you are and where you want to be. RSM McGladrey will define a roadmap to guide the process.
- *Strategies, Options, Priorities* - Drill down into those gaps and ensure that the approach is optimized and that the needs of your organization are fulfilled.
- *Training* - Offer a range of Java-centric IBM and Martin-Tate training for your developers, systems administrators, and project managers.
- *Project Management* - Work hand-in-hand with your project managers, providing knowledge transfer and valuable project-based experience in managing projects in your environment.
- *Infrastructure Design* - Help you assess, plan, and provision your system's hardware and software needs. As part of your infrastructure implementation, RSM McGladrey will address the full realm of configuration management needs to include code repository, version management, and help you to define an approach for maintaining re-usable code.
- *Solutions Design* - Work with you to define a blueprint for your initial set of applications. As part of this service, we will perform required object modeling and/or database modeling.
- *Solutions Development* - Provide the full complement of development, testing, and implementation services for your Java-based solution.
- *Knowledge Transfer* - Complement core training and systems development experience with formal systems knowledge transfer specific to your solution.

Information Systems Controls Consulting

The risk of financial loss, interruption to operations, loss of productivity from misuse of systems, loss of proprietary information, and potential legal liability requires your information systems to have sound internal controls in place.

If you are concerned about system access and security – be it through the Internet, your network or telecommunications systems, or within your internal applications – an Information Systems (IS) Controls Review may be in order. An IS Controls Review can help to assure regulatory agencies, users, management, or the Board of Directors that your information systems have no material control weaknesses and are functioning as intended. Our team of consultants has in-depth experience in assessing and developing information systems controls for a variety of industries, and many have received professional certifications in the area.

Managed Intrusion Detection Service

If you are asking yourself these questions dealing with security, you may need our Managed Intrusion Detection Service (MIDS) review.

- Are your financial assets, customer records, and other sensitive information systems at risk from the Internet?
- Have your customers inquired about security risks of their private records over the Internet?
- Can a hacker penetrate your systems?

There are numerous business reasons to link your systems to the Internet and cyberspace, including collecting and publishing information, communication with your customers and employees, and conducting electronic commerce. However, as more organizations implement Internet applications, the potential for security breaches increases dramatically.

Exhibits

Insert Exhibit A here

ITQ EXHIBIT B

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LOBBYING CERTIFICATION FORM

FOR ITQ AND RELATED POSS, GRANTS, LOANS, AND COOPERATIVE AGREEMENTS

The undersigned certifies, to the best of her or his knowledge and belief, that

No federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress in connection with the awarding of any federal contract or agreement, or the making of any federal grant, loan, or co-operative agreement.

If any funds other than federal appropriated funds have been paid to any person for influencing or attempting to influence the making of federal contracts or federal grants, loans, co-operative agreements, the undersigned will submit full disclosure of lobbying activities showing all details and supporting documents.

The undersigned will require any or all subcontractors to submit a separate lobbying certification and disclosure accordingly.

SIGNATURE:_____ TITLE: _____

Gordon Opland   Managing Director

COMPANY NAME*: RSM McGladrey, Inc*.   DATE: _____

February 19, 2002

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ITQ EXHIBIT C --- **MANDATORY AGREEMENT QUESTIONNAIRE**

This section consists of a series of questions that must be answered to the affirmative prior to proceeding with development of your response. It confirms your understanding of and agreement to our requirements for submitting a response. Negative responses will disqualify you. Please insert a copy of your answers inside each of your responses.

1. Do you agree that the contents of your proposal(s) will become part of any resulting ITQ and related POs and can not be held confidential?   YES __X___ NO _____

2. Do you agree to submit one original of your proposal, together with two (2) copies and a electronic soft copy on diskette?   YES __X___ NO _____

3. Will you include at least three (3) client references and agree you must attain acceptable scores from references for each service category you are attempting to qualify for?   YES __X___ NO _____

4. Do you agree that you must maintain an acceptable rating by each agency you do work for in order to remain pre-qualified for each service category?   YES __X___ NO _____

5. Do you agree to abide by agency specific requirements as outlined in section 1-25?   YES __X___ NO _____

6. Do you agree that your response will remain valid for at least 120 business days and duration of ITQ and related POs?   YES __X___ NO _____

7. Are you a TSB or do you currently have or have had a contracting role in three (3) projects for each of the categories you are attempting to qualify for?   YES __X___ NO _____

8. Do you agree that if the STATE finds any part of your response to be false, you will be placed on temporary suspension from doing business with the STATE?   YES __X___ NO _____

9. Do you accept the requirements stated in sections 1-19 and 1-21?   YES __X___ NO _____

10. Will you provide all documents of proof of insurance as required by this ITQ and any related POs?   YES __X___ NO _____

11. Are you aware that the STATE will conduct any and all background checks it deems necessary?   YES __X___ NO _____

SUBMIT COMPLETED COPY INSIDE YOUR RESPONSE.

COMPLETED BY _____

Jeffrey J. Doty

Exhibit D

RSM McGladrey, Inc. expects the following companies and State Agencies to provide positive references for each of the categories below.

Category	**Reference**
Category 1 – Strategy/Vision/Consulting	Des Moines University
Category 2 – Project Management	ICIS (Iowa Court Information Systems)
Category 3 –Design/Planning	Krause Gentle Corporation
Category 4 – Developing	ICIS (Iowa Court Information Systems)
	Hy-Vee Corporation
Category 5 – Testing	IPERS (Iowa Public Employees Retirement System)
Category 6 – Implementation	Stelter Printing Company
Category 7 – Training	ITD (Iowa Technology Department)
Category 8 –On-going Support	Liberty Bank
	ICIS (Iowa Court Information Systems)
Category 9 - Administration	Liberty Bank

ITQ EXHIBIT E -- **COST DATA SHEET FORMAT**

COST DATA SHEET for ITQ Number # BD80200S102 **Revision 1.0**

FOR SERVICE CATEGORY: Strategy Vision Consulting

COMPANY NAME: RSM McGladrey, Inc. Date: February 15, 2002

DESCRIPTION OF SERVICE	RATE PER HOUR NOT TO EXCEED
RSM charges their standard hourly rate for services. The hourly rate charged is dependant on the skills and experience of the consultant(s) who performs the services.	
Architect - Based on the client's needs and the skill and experience of the consultant(s) performing this service, the range for this service would be $120 - $275 per hour.	**$120 - $275 per hour**
Subject Matter Expert - Based on the client's needs and the skill and experience of the consultant(s) performing this service, the range for this service would be $120 - $275 per hour.	**$120 - $275 per hour**
Business Consultant/Analyst - Based on the client's needs and the skill and experience of the consultant(s) performing this service, the range for this service would be $120 - $275 per hour.	**$120 - $275 per hour**

Note: The SP may be able to have additional line items added at a later date to this ITQ, IF it is in the same service category as originally qualified for under the ITQ, and If such a request is approved by the STATE. In such case, an addendum will be issued by the STATE.

Submit additional sheets as necessary. RATE PER HOUR is to be in US dollars and is firm for the duration of ITQ, except that changes to the rates per hour may be made upon approval by the STATE once every 12 months from date of the ITQ execution and no change will be allowed over 5% for each line item without justification. In such case, an addendum will be issued by the STATE.

ITQ EXHIBIT F - **REQUIRED SIGNATURE PAGE** (submit two signed originals in your response)

I / we as undersigned agree to the terms and conditions of the aforementioned ITQ #BD80200S102 and if our response is accepted, to furnish any and all services upon which cost data has been submitted. Any material misstatement in our response shall be treated as fraudulent concealment from the STATE of the facts relating to this ITQ.

Name of Entity / Person Submitting Proposal: RSM McGladrey, Inc./ Gordon Opland

Mailing address: 400 Locust St, Suite 640
Des Moines, IA 50226

Phone: 515.281.9254 Fax: 515.471.5350 Email: Gordon.opland@rsmi.com

❑ If Individual: SIGNATURE: _____Date: _____

Social Security Number: _____

❑ If Partnership: Names -type written: _____/_____

Social Security Numbers: _____/_____

SIGNATURES of PARTNERS: _____ Date: _____

_____Date: _____

☑ If Corporation: Corp ID# ___41-1944416_____ State: *Iowa_____*

SIGNATURE: _____ Date: February 19, 2002

Name and Title -type written: __Gordon Opland / Managing Director_____

I / we consent to service of process by certified or register mail addressed to our designated agent as required by Part 5-13-i of the Terms and Conditions of the ITQ. I / we appoint

_____ at _____ as our agent to receive service of process.

WITNESS SIGNATURE: _____ Title: _____ Date: _____

The STATE of Iowa, acting through the undersigned officer(s), hereby accepts the foregoing response to the ITQ and pre-approves the SP named for agency requests for proposals using this agreement. This acceptance and the SP's response for the above referenced ITQ and related POs, including the terms and conditions of the ITQ constitute a binding contract between the STATE and the SP.

CT _____ Vendor ID# _____ ☐ CONDITIONAL TSB

Evaluation Committee Chairperson _____ Date: _____

DGS Purchasing Div. Administrator: _____ Date: _____

Purchasing Agent / Issuing Officer : _____ Date : _____

Appendixes

Biographies

The following pages contain a sampling of biographies for RSM McGladrey, Inc. consultants. These biographies are included only to provide a cross-section of key individuals and examples of the skillsets available. This is not a complete list of consultants.

Consultant	Title	Area(s) of Expertise
Gordon Opland	Managing Director	Business, Technology Strategy
Sam Volden	Managing Director	Business, Technology Strategy
Brian Becker	Managing Director	Business, Technology Strategy
Loras Even	Managing Director	Security, Intrusion Prevention Solutions
Michael Bohning	Managing Director	Business, Technology Strategy
Lee Voigt	Senior Manager	Business, Technology Strategy, Project Management
Craig Hinson	Senior Manager	Project Management, Business, Technology Strategy
Pat Vance	Senior Manager	Network Solutions
Dan Metz	Senior Manager	Microsoft Solutions, Internet Solutions
Jeff Doty	Senior Business Development Director	Business Development
Greg Moeller	Manager	Network Solutions
Kevin DeCoster	Manager	Lotus Notes/Domino Solutions, WebSphere Solutions
Brian Role	Manager	Microsoft Solutions, Internet Solutions
Fred Zelhart	Manager	Microsoft Solutions, Internet Solutions
Dee Borts	Manager	Customer Relationship Management Applications
Dave Walter	Manager	Business Analysis, Process Improvement
Michael Turck	Manager	Business Analysis, Process Improvement
Terry Brandt	Manager	Database Administration, Data Warehouses
Norm Schmeichel	Manager	Oracle Database Administration, Development
James Allen	Senior Consultant	Project Management, Lotus Notes/Domino, Web Site Design
Cris Powers	Senior Consultant	Project Management, Business Analysis
Asha Shekar	Senior Consultant	Oracle Solutions, WebSphere Solutions
Jeffrey Buzzell	Senior Consultant	Microsoft Solutions, WebSphere Solutions
Michael Harvey	Senior Consultant	Microsoft Solutions, WebSphere Solutions
Bob Wiggins	Senior Consultant	Network Solutions
Brian Hille	Senior Consultant	Network Solutions
Troy Motz	Senior Consultant	Microsoft Solutions, Internet Solutions
Rob Budach	Senior Consultant	WebSphere Solutions, Lotus/Domino Solutions
Sheila Acker	Senior Consultant	Database Administration
Tom Altman	Consultant	Web Site Designer, Developer
Brent Goodrich	Consultant	Microsoft Solutions, Internet Solutions
Thad Bargman	Consultant	WebSphere Solutions, Java Development
Tyler Hendershot	Consultant	Lotus Notes/Domino, Oracle Solutions
Melissa Hilbrands	Consultant	Microsoft Solutions

Gordon Opland
Managing Director

Adobe Acrobat
Document

Sam Volden
Managing Director

Adobe Acrobat
Document

Brian Becker, CNE, CPA
Managing Director

Adobe Acrobat
Document

Loras Even, CNE, CCDA, CCNA, GSEC, GCIH, GCIA
Managing Director

Adobe Acrobat
Document

Michael Bohning
Managing Director

Adobe Acrobat
Document

Lee Voigt
Senior Manager

Adobe Acrobat
Document

Craig Hinson, PMP
Senior Manager

Adobe Acrobat
Document

Pat Vance, MCP
Senior Manager

Adobe Acrobat
Document

Dan Metz
Senior Manager

Adobe Acrobat
Document

Jeff Doty
Senior Business Development Director

Adobe Acrobat
Document

Greg Moeller, MCSE, CCNP
Manager

Adobe Acrobat
Document

Kevin DeCoster, CLP
Manager

Adobe Acrobat
Document

Brian Role, Manager

Adobe Acrobat
Document

Fred Zelhart, MCP Manager

Adobe Acrobat
Document

Dee Borts
Manager

Adobe Acrobat
Document

Dave Walter
Manager

Adobe Acrobat
Document

Michael Turck
Manager

Adobe Acrobat
Document

Terry Brandt
Manager

Adobe Acrobat
Document

Norm Schmeichel
Manager

Adobe Acrobat
Document

James Allen, PMP, CLP, CIW, CLEI
Senior Consultant

Adobe Acrobat
Document

Cris Powers, CPA
Senior Consultant

Adobe Acrobat
Document

Asha Shekar
Senior Consultant

Adobe Acrobat
Document

Jeffrey Buzzell
Senior Consultant

Adobe Acrobat
Document

Michael Harvey, MCSD
Senior Consultant

Adobe Acrobat
Document

Bob Wiggins, MCSE
Senior Consultant

Adobe Acrobat
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Brian Hille
Senior Consultant

Adobe Acrobat
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Troy Motz
Senior Consultant

Rob Budach
Senior Consultant

Adobe Acrobat
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Sheila Acker
Senior Consultant

Adobe Acrobat
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Tom Altman
Consultant

Adobe Acrobat
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Brent Goodrich
Consultant

Adobe Acrobat
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Thad Bargman
Consultant

Adobe Acrobat
Document

Tyler Hendershot
Consultant

Adobe Acrobat
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Informational Materials

ITS Background

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Strategic IT Planning

Adobe Acrobat
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IT Assessment

Adobe Acrobat
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IT Systems Selection

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Systems Implementation

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Systems Development and Modification

Adobe Acrobat
Document

Information Systems Controls

Adobe Acrobat
Document

Java Transformation

Adobe Acrobat
Document

E-Business Solutions

Adobe Acrobat
Document

Web Site and Internet Banking

Adobe Acrobat
Document

Network Design and Implementation

Adobe Acrobat
Document

Internet Security Assessment

Adobe Acrobat
Document

NAPP

Adobe Acrobat
Document

MIDS

Adobe Acrobat
Document

Call Center Assessment

Adobe Acrobat
Document

Call Center Planning

Adobe Acrobat
Document

Telecommunications Consulting

Adobe Acrobat
Document

H & R Block 2001 Annual Report

RSM McGladrey, Inc. is a subsidiary of H & R Block Inc. and an independent member firm of RSM International, an affiliation of independent accounting and consulting firms.

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